Please list department learning outcomes (add addl rows if needed)

<table>
<thead>
<tr>
<th>Learning Outcome #1</th>
<th>Resume Preparation Workshops, students will increase their expertise in preparing targeted resumes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Outcome #2</td>
<td>Job Fair Success Workshops, students will gain competency in delivering an effective One-Minute Commercial to an employer.</td>
</tr>
<tr>
<td>Learning Outcome #3</td>
<td>Interview Workshops, students will demonstrate increased competency in answering behavioral questions asked by employers.</td>
</tr>
<tr>
<td>Learning Outcome #4</td>
<td>Students participating in Drop-in or Advisory Office Hours will demonstrate increased levels of knowledge related to a variety of subjects. *Note that new evaluations were utilized in the Spring.</td>
</tr>
<tr>
<td>Learning Outcome #5</td>
<td>Other Workshops, students will gain knowledge in the topic of the workshop attended. Includes the following workshops: Exploring Careers, Choosing a Major, Job &amp; Internship Search, Job Search 2.0 – Managing Your Online Presence, Finding a Job in a Tough Economy</td>
</tr>
<tr>
<td>Learning Outcome #6</td>
<td>Students and alumni participating in Career Counseling will demonstrate increased levels of knowledge related to a variety of subjects.</td>
</tr>
</tbody>
</table>

For Fall 2010, please indicate which learning outcomes were the focus of data collection, type(s) of assessment was/were utilized, and results.

<table>
<thead>
<tr>
<th>L.O. #</th>
<th>Was data collected in Fall 09? (yes/no)</th>
<th>Type(s) of assessment utilized (rubric, survey, test, focus group, employee evaluations, etc)</th>
<th>Findings (how many students participated in assessment, most significant findings, summary of themes and/or actual data if available)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>89 students were surveyed by Career Consultants/Interns in Resume Preparation Workshops. Prior to the workshop 19% of students rated their resume expertise as High or Very High, after completing the workshop 76% of students rated their expertise as High or Very High, an increase of 57%</td>
</tr>
<tr>
<td>2</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>99 students were surveyed by Career Consultants/Interns in Job Fair Success Workshops. Prior to the workshop 9% of students rated their One Minute Commercial skills as High or Very High. After completing the workshop 62% rated their skills as High or Very High, an increase of 53%</td>
</tr>
<tr>
<td>3</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>42 students were surveyed by Career Consultants/Interns in Interview Preparation Workshops. Prior to the workshop 13% of students rated their <strong>Behavioral Interview skills</strong> as High or Very High. After completing the workshop 68% of students rated their skills as High or Very High, an increase of 55%.</td>
</tr>
<tr>
<td>---</td>
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<td>---</td>
</tr>
<tr>
<td>4</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>301 students were surveyed by Career Consultants/Interns during Drop-in/Office Hours. After attending Drop-In or Office Hours 97% of students Agreed or Strongly Agreed that their <strong>knowledge</strong> of the topic increased.</td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>220 students were surveyed by Career Consultants/Interns in other workshops. Prior to the workshop/panel 16% rated knowledge of topic as High or Very High. After completing the workshop 87% rated their knowledge of the topic as High or Very High, an increase of 71%.</td>
</tr>
<tr>
<td>6</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>125 students were surveyed by Career Consultants/Interns during Counseling appointments. After attending Counseling appointments 94% of students Agreed or Strongly Agreed that their <strong>knowledge</strong> of the topic increased.</td>
</tr>
</tbody>
</table>

For Fall 2010, please indicate if findings noted above were discussed in your department and/or what actions have been taken in response to the findings.

<table>
<thead>
<tr>
<th>L.O. #</th>
<th>How were findings analyzed? <em>(statistical analysis, generation of common themes, benchmarked with previous data)</em></th>
<th>How were findings communicated to staff in your department? <em>(staff meeting, retreat, email, etc)</em></th>
<th>Actions taken as a result of findings <em>(revised training, revised curriculum for workshops, revised materials, development of a new instrument, revised instrument, etc)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Statistical Analysis &amp; Benchmarked with previous data</td>
<td>Staff meetings, retreats &amp; emails</td>
<td>Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate.</td>
</tr>
<tr>
<td>2</td>
<td>Statistical Analysis &amp; Benchmarked with previous data</td>
<td>Staff meetings, retreats &amp; emails</td>
<td>Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate.</td>
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<td>3</td>
<td>Statistical Analysis &amp; Benchmarked with previous data</td>
<td>Staff meetings, retreats &amp; emails</td>
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</tbody>
</table>
Statistical Analysis & Benchmarked with previous data

| 4 | Staff meetings, retreats & emails | Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate. |
| 5 | Staff meetings, retreats & emails | Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate. |
| 6 | Staff meetings, retreats & emails | Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate. |

For Spring 2011, please indicate which learning outcomes were the focus of data collection, type(s) of assessment was/were utilized, and results.

<table>
<thead>
<tr>
<th>L.O. #</th>
<th>Was data collected in Spring 10? (yes/no)</th>
<th>Type(s) of assessment utilized (rubric, survey, test, focus group, employee evaluation, etc)</th>
<th>Findings (how many students participated in assessment, most significant findings, summary of themes and/or actual data if available)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>113 students were surveyed by Career Consultants/Interns in Resume Preparation Workshops. Prior to the workshop 13% of students rated their <strong>resume expertise</strong> as High or Very High, after completing the workshop 81% of students rated their expertise as High or Very High, an increase of 68%</td>
</tr>
<tr>
<td>2</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>81 students were surveyed by Career Consultants/Interns in Job Fair Success Workshops. Prior to the workshop 16% of students rated their <strong>One Minute Commercial skills</strong> as High or Very High. After completing the workshop 76% rated their skills as High or Very High, an increase of 60%</td>
</tr>
<tr>
<td>3</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>44 students were surveyed by Career Consultants/Interns in Interview Preparation Workshops. Prior to the workshop 13% of students rated their <strong>Behavioral Interview skills</strong> as High or Very High. After completing the workshop 94% of students rated their skills as High or Very High, an increase of 81%</td>
</tr>
<tr>
<td>4</td>
<td>Yes</td>
<td>Scantron evaluations</td>
<td>279 students were surveyed by Career Consultants/Interns during Drop-in/Office Hours. Prior to attending Drop-In or Office Hours 43% rated their <strong>knowledge</strong> as High or Very High. After attending Drop-In or Office Hours 94% rated their knowledge as High or Very High, an increase of 51%</td>
</tr>
</tbody>
</table>
195 students were surveyed by Career Consultants/Interns in other workshops. Prior to the workshop/panel 13% rated knowledge of topic as High or Very High. After completing the workshop 88% rated their knowledge of the topic as High or Very High, an increase of 75%.

333 students were surveyed by Career Consultants/Interns during Counseling appointments. After attending Counseling appointments 97% of students Agreed or Strongly Agreed that their knowledge of the topic increased.

For Spring 2011, please indicate if findings noted above were discussed in your department and/or what actions have been taken in response to the findings.

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<tr>
<th>L.O. #</th>
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<tr>
<td>1</td>
<td>Statistical Analysis &amp; Benchmarked with previous data</td>
<td>Staff meetings, retreats &amp; emails</td>
<td>Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate.</td>
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<td>2</td>
<td>Statistical Analysis &amp; Benchmarked with previous data</td>
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<td>Statistical Analysis &amp; Benchmarked with previous data</td>
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<tr>
<td>6</td>
<td>Statistical Analysis &amp; Benchmarked with previous data</td>
<td>Staff meetings, retreats &amp; emails</td>
<td>Benchmarked with previous data. Discussed survey results with CC team. Revised/updated curriculum for workshop as appropriate.</td>
</tr>
</tbody>
</table>
For Fall 2011, please indicate which learning outcomes will be the focus of data collection and what type(s) of data collection will be utilized.

<table>
<thead>
<tr>
<th>L.O. #</th>
<th>Will data be collected in Fall 11? (yes/no)</th>
<th>Type of assessment utilized (rubric, survey, test, focus group, evaluations, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>Scantron evaluations</td>
</tr>
<tr>
<td>2</td>
<td>Yes</td>
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</tr>
<tr>
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</tr>
<tr>
<td>6</td>
<td>Yes</td>
<td>Scantron evaluations</td>
</tr>
</tbody>
</table>

Based on your assessment experience in 2010-11, what changes (if any) do you plan to make for 2011-12 related to learning outcomes? (instrument, analysis, communication to staff, etc)

The Career Center Team responsible for delivering these educational efforts reviewed the curriculum, assessment instruments and processes to further refine the delivery/assessment of these learning outcomes. Team discussions continue to take place to determine the best way to get feedback on the designated learning outcome areas.

The Career Center will utilize Campus Labs/Student Voice in 2011/2012 to enhance our current survey process.

For 2010-11, please indicate any satisfaction assessments that were completed for your department.

<table>
<thead>
<tr>
<th>Date and type of assessment (survey, focus group, etc)</th>
<th>What areas were assessed related to satisfaction? (services, service hours, customer service, etc.)</th>
<th>Findings ( # of students who responded, response rate, summary of themes, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service - All Workshops 10/11</td>
<td>96% Strongly Agree/Agree that the presenter/facilitator was effective.</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service - All Workshops 10/11</td>
<td>97.5%  Strongly Agree/Agree that the workshop content was relevant and informative.</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service - All Workshops 10/11</td>
<td>96% Strongly Agree/Agree that overall, the workshop was helpful.</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Counseling Appointments 10/11</td>
<td>96.5% Strongly Agree/Agree that overall, the career counseling was helpful.</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Counseling Appointments 10/11</td>
<td>97.5% Strongly Agree/Agree that “my career consultant was effective in addressing my needs”</td>
</tr>
<tr>
<td>--------------------------------</td>
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<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Counseling Appointments 10/11</td>
<td>91.5% Strongly Agree/Agree that “my career consultant was current and knowledgeable in my field of interest”</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Drop-in 10/11</td>
<td>96% Strongly Agree/Agree that, overall the drop-in office hours were helpful.</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Drop-in 10/11</td>
<td>100% Strongly Agree/Agree that “I was treated professionally and courteously”</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Drop-in 10/11</td>
<td>95% Strongly Agree/Agree that “I was treated in a timely manner”</td>
</tr>
<tr>
<td>On-going - Scantron evaluations</td>
<td>Quality of Service – All Drop-in 10/11</td>
<td>98% Strongly Agree/Agree that “I received the information or assistance I was seeking”</td>
</tr>
</tbody>
</table>

For 2010-11, please indicate any other assessment activities that took place in your department (usage, demographics, event participation, etc).

The Career Center participates in many assessment activities targeted to both employers and students to create departmental reports: JD report (SpartaJobs automated survey to employers who post positions); Employer Connection Event Satisfaction Surveys (Fairs, OCI, Info-Sessions, Tables); Employer Hiring Report (Employment & Salary Survey); Additionally the Center participates in the annual Michigan State University Recruiting Trends Survey and Universum Brand Research surveys targeted to both employers and students on Student Attitudes and Employment Trends.

The Career Center’s protocol is to collect surveys at all workshops/events/employer connections. This includes demographics such as year in school, college/major, and how the attendees heard about the event. *

*For more details an additional survey information please contact Julie.sedlemeyer@sjsu.edu

Assessment reports for 2010-11 are due September 30, 2011 to Sharon Willey with a copy to department’s Associate Vice President. Thank you.